

CARGEN BRIDGE CLUB

PROCEDURE FOR DEALING WITH COMPLAINTS

Step 1

On receiving a complaint about a member's conduct, the Chair speaks informally to that member.

Step 2

If a further complaint is received about that member's conduct, a sub committee comprising the chair and two committee members, identifies someone to investigate the complaint. That person would be asked to speak to those concerned, including the member in question, to ascertain the position and to provide a written report to the sub committee.

Step 3

The sub committee considers if the complaint is upheld with a finding of misconduct and if so, issues a written warning to the member concerned, which includes reference to the sanctions of possible suspension or revocation of membership should there be a subsequent finding of misconduct.

Step 4

If there are any further complaints received about that member's conduct, the sub committee identifies someone to investigate. That person would be asked to speak to those concerned, including the member in question, to ascertain the position and to provide a written report to the sub committee.

The sub committee considers if the complaint is upheld with a finding of misconduct and if so, may impose a sanction of a 3 or 6 month suspension from the club.

Step 5

If there are any further complaints received about that member's conduct after the expiry of the suspension, the sub committee identifies someone to investigate. That person would be asked to speak to those concerned, including the member in question, to ascertain the position and to provide a written report to the sub committee.

The sub committee considers if the complaint is upheld with a finding of misconduct and if so, may impose a further suspension of 3 or 6 months or alternatively may revoke that person's membership.

Appeals

A member who wishes to appeal against any disciplinary decision may do so within 5 working days in writing to the chair for consideration by no fewer than 3 committee members, excluding members of the sub committee.

Any written warning will lapse after a period of 12 months.

June 2013